

NETWORK MANAGER REPORT



DECEMBER 2003

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

Alabama closed 2003 with significant accomplishments. More than 20 eGovernment applications were completed in 2003, bringing the total to 29. Plans for achievements in 2004 are underway, with 7 services currently in testing and more than 10 services already in planning or development. We look back on 2003 with pride and look forward to 2004 with anticipation of good things to come.

Highlights during the month were:

- Further enhancements to Alabama.gov continue, including an icon-based menu and a scroll-free Home page. Additional enhancements include some beautification and Constituent Notification.
- Use of the Alabama.gov site continues to grow. More than 85,000 unique visitors used alabama.gov in December and more than 400 people used the chat service, proving the value of the service.
- The Department of Conservation and Natural Resources contacted us with a project that needed immediate attention. Due to the high deer population in the Oak Mountain area, the Department wanted to sponsor a lottery for a bow hunt. However, the timing would be late January and lottery registrations would need to be received no later than January 8. In less than 10 days, the Alabama Interactive team was able to complete the application for promotion by the Department. As of December 31, more than 4,500 applications have been received.
- Although the hunting season is winding down, the Electronic Hunting and Fishing Licensure Systems continue to produce significant results with limited effort. More than 18,000 licenses were sold in December, contributing more than \$600,000 in revenue to the Department of Conservation and Natural Resources. Since September, more than 120,000 licenses have been sold, accounting for more than \$3.6 million dollars in licensing revenue for DCNR.
- On behalf of the Department of Conservation and Natural Resources, AI will be submitting a nomination for the *Digital Government Awards*, sponsored by Accenture and MIT. Nominations will be due January 16, 2004.
- The *Outdoor Alabama Magazine* subscription service was completed the first week of December, in time for holiday gift-giving. In December, 16 subscriptions were sold, accounting for just fewer than 10 percent of the annual sales.
- More than 45 health care facilities have subscribed the new Alabama Board of Nursing “push” license verification service. Of those we have spoken to, all are very excited about the new service and ABN estimates significant efficiencies from their fifth online service.

- Testing of the ground-breaking Constituent Notification service has begun. Some minor enhancements are in order and will be completed in time for version 2 of the alabama.gov portal.
- Pre-project planning for the Personalized License Plate service continues. We plan to have the service available beginning April 1, 2003.

Marketing

Alabama's Point of Sale licensing system was featured in both local and national news, touting the achievements and cost savings to the state. AI looks forward to creating additional, positive media attention for alabama.gov and its featured services.

Development

ABN has requested an application called Label Download to allow potential employers, marketing companies and the like, the opportunity to download mailing labels for ABN's licensed professionals. The users download a file containing all relevant nurses. This application is currently in partner testing.

ABN has requested a License Verification application. This application will allow nurses or Health Officials the ability to request a verification document of a nurse's history. This application is currently production.

User Testing has began on the Supplemental Form (RS-2) application for the Alabama Public Service Commission. This application will allow for the electronic submission of the RS-2 form allowing users to add a state or vehicle to their motor carrier authority.

AI is developing an application for the Alabama Department of Environmental Management which will allow Drinking Water Operators and Waste Water Operators the ability to renew their licenses online. This application is currently in partner testing awaiting approval.

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is currently in partner testing.

We are currently working with the State's Motor Pool department to create an online application that will allow authorized state officials to reserve a vehicle electronically. This application is currently in partner testing.

We are currently developing two applications for the Department of Natural Resources and Conservation. The first application is an online magazine subscription for "Outdoor Alabama". This application is currently in production. The second application is a conference registration for "Becoming an Outdoor Woman". The application is currently in partner testing.

Alabama Board of Pardons and Paroles on-line payment and reporting application is near completion. This application will allow a person of certain classifications to report and file due amounts online rather than in the offices of probation officers. This application is currently in development with plans to begin testing soon.

Real Estate has requested two new applications to add to their suite. The first application is to allow individuals and companies the ability to retrieve sanctioned lists of information electronically. This will eliminate a time consuming task that AREC employees perform manually now. The second potential application is to allow Schools and Instructors the ability to electronically file their roster information to AREC. This will hopefully improve efficiencies for the Schools, Instructors, and AREC. Both of these applications are in the design phase.

PROJECT REPORT

COMPLETED!

Agency	Application	Description	Status
Alabama State Banking Department	Renewal of Mortgage License	This application will allow mortgage brokers to renew their license online.	This application is complete and in production.
Alabama State Banking Department	Renewal of Small-Loan and MiniCode License	This application will allow small-loan brokers to renew their license online.	This application is complete and in production.
Alabama State Banking Department	Renewal of Pawn Broker License	This application will allow pawn brokers to renew their license online.	This application is complete and in production.
Alabama State Bar	Membership Renewal	This application allows existing Bar members to renew their membership online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Renewal of License	This application allows the renewal of licenses and fee payment online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Licensee Verification	This application allows other states, firms, etc. to verify the license and disciplinary status of a chiropractor.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Online Hunting and Fishing Licenses	This application allows users to select from available permits and purchase them online.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Hunting and Fishing Licenses/Point-	This application allows licensing agents to sell hunting and fishing privileges through an electronic interface.	This application is complete and in production.

Resources	of-Sale		
Alabama Department of Conservation and Natural Resources	Probate Court Point of Sale Hunting and Fishing Licenses	This application allows probate courts and licensing commissioners to sell hunting and fishing licenses using an electronic system.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Oak Mountain Lottery Registration	The application allows hunters to enter a lottery to participate in the Oak Mountain Bow Hunt for charity.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Outdoor Alabama Subscription	This service allows users to purchase a subscription to Outdoor Alabama magazine.	This application is complete and in production.
Alabama Department of Environmental Management	Waste-Water Operator's license renewal	This application allows waste-water treatment operators to renew their license online.	This service is complete and in production.
Alabama Department of Finance, Office of the CIO	Alabama State Portal	Redesign of the Alabama State Portal, alabama.gov.	This service is complete and in production.
Alabama Department of Insurance	Merchant Services	This service allows agents to pay via credit card for licenses renewed online.	This application is complete and in production.
Alabama Department of Insurance	Merchant Services for Provider Renewals	This service will allow for payment of provider licenses.	This application is complete and in production.
Alabama Board of Nursing	License verification and disciplinary status-Subscriber	This application allows hospitals, insurance companies, etc. to verify a nurse's license status and receive notification of disciplinary and/or legal actions.	This application is complete and in production.

Alabama Board of Nursing	Renewal of RN Licenses	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete and in production.
Alabama Board of Nursing	Reactivation of Nursing Licenses	This application allows nurses to reactivate their license online.	This application is complete and in production.
Alabama Board of Nursing	Reinstatement of Nursing Licenses	This application allows nurses to reinstate their license online.	This application is complete and in production.
Alabama Board of Nursing	Name and Address Change	This application allows nurses to change their name and address.	This application is complete and in production.
Alabama Board of Nursing	LPN Renewal	This application allows LPNs to renew their license	This application is complete and in production.
Alabama Department of Public Safety	Electronic Access to Motor Vehicle Records	This application provides electronic access to certain drivers' records.	This application is complete and in production.
Alabama Real Estate Commission	Renewal of Real Estate Licenses	This application allows for the renewal of licenses online, by real estate agents, realtors and brokers.	This application is complete and in production.
Alabama Real Estate Commission	Broker/Agent Certification	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is complete and in production.
Alabama Real Estate Commission	Instructor License Renewal	This application allows licensed instructors to renew their license online.	This application is complete and in production.
Department of Revenue	Sales, Use and Lodging Tax Filings	This application allows Alabama businesses to report and pay sales, use and lodging taxes online.	This application is complete and in production.
Alabama Department of Revenue	Refund Status for Individual Income Tax	This application allows for users to check the status of their individual income tax filings online, 24/7.	This application is complete and in production.

Alabama Secretary of State	UCC (Uniform Commercial Code) Filings	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	Production date is on hold pending final approval by the Secretary of State.
Secretary of State	Merchant Services	This will allow the SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	Completing agency-requested changes.	January 2004
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	The agency is testing this service.	January 2004
CIO's Office, Alabama Department of Finance	Constituent Notification	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	AI staff Testing.	January 2004
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	The agency is testing this service.	January 2004
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is awaiting final approval.	January 2004

Alabama Board of Nursing	License Verification for individuals	This service allows nurses to request official verification of licensure.	This application is awaiting final approval.	January 2004
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	Completing additional agency-requested changes.	January 2004

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is in the specification-gathering stage.	July 2004
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is in the pre-project planning phase	March 2004
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	In development.	December 2003
Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This service is in pre-project planning.	March 2004
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This service is in pre-project planning.	February 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	December 2003

Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	February 2004
Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc. to AREC.	This application is in pre-project planning.	May 2004.
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is in the pre-project planning phase.	February 2004
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	January 2005
Alabama Department of Revenue	Personalized License Plate Reservation	This application will allow users to temporarily reserve a personalized license plate.	Scope of Work has changed. Edits to be approved in January.	April 2004

IN PLANNING AND CONSIDERATION

The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Administrative Office of Courts- Payment of Court Costs, fees and fines
- Alabama Department of Public Health, Children's Health Insurance Plan, payments
- Alabama Department of Public Health, Home Health Care, payments
- Alabama Department of Corrections, Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission- online licensure, shopping cart for licensed vendors
- Alabama Department of Revenue- Motor Vehicles Division, title-lien registries
- Alabama Department of Industrial Relations
- Alabama State Legislature, Public Information Offices- Lobbyist-In-A-Box

SERVICE REQUEST

No new service requests for December.

MONTH IN REVIEW

Total December AI Network Transactions:	160,291
Average Successful Request per Day:	5,170
Total December alabama.gov "Visitors":	85,384
Total December alabama.gov "Page Views":	199,656
Total December alabama.gov "Chats" or "Offline Messages" from Live Help:	479

OPERATIONS & ADMINISTRATION

The NIC Portal Software and Services Group upgraded our application servers in December and plans to upgrade our database servers in January. These upgrades will enhance application performance.

OTHER BUSINESS/IN CLOSING

Alabama's eGovernment initiative closed 2003 as a success. With 29 eGovernment applications, including the nation's first Web-based Point-of-Sale service, requiring no special equipment; as well as the redesigned alabama.gov portal and Live Help, Alabama far exceeds other Southern states in service. We look forward to another rewarding year.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis